



## APPLICATION MAINTENANCE

---

**Effective Date:** July 1, 2008  
**Revision Date:** June 10, 2008  
**Version:** 001  
**Product Owner:** Mark Curtis  
**Product Manager:** Mark Curtis  
**Phone:** 801-538-3324  
**E-mail:** [mcurtis@utah.gov](mailto:mcurtis@utah.gov)

This product encompasses three services: **Application Development**, **Application Support – Basic**, and **Application Support – Dedicated**.

### APPLICATION DEVELOPMENT

This service encompasses the full range of application development activities, including database design, internal design, application programming, integration with existing systems, and data conversions and transmissions. Web-based, stand-alone, and mobile applications can be designed and built using a variety of technologies, including Java, .NET, PHP, and other technologies.

Customers can utilize our services in a variety of ways. End-to-end product development, co-development or mentoring for specific technologies, data modeling and design, or specialized component construction for large applications are some of the ways customers can benefit from this offering.

### Product Features and Descriptions

Feature	Description
Web Application Development	We have significant expertise in creating web-based software that is State standards compliant, integrates UMD and Siteminder for authentication and authorization, and meets business requirements. This includes both intranet and public-facing solutions.
Java Development	Java and industry-accepted open source products are the primary tools used to develop applications. This includes expertise with technologies such as Struts and Struts II, iBatis, Hibernate, .JSP, JavaScript, Jasper Reports, and many others. For established development shops, we will work with your standards and tools to conform with your current technical direction.
.NET Development	We can provide development resources for your .NET projects. Best-practice and Microsoft standards are followed coupled with your

	specific development standards to deliver high-quality solutions.
PHP Development	Strong PHP experience within our team means best-practices are followed to reduce security vulnerabilities, including the use of MVC frameworks for PHP. PHP can be used for small- to medium-sized application development, or as a supplement to websites or other applications.

### Features Not Included

Feature	Explanation
Project Management	The Project Management Office provides <b>PROJECT MANAGEMENT</b> services as outlined in their product offering. Except for small projects, we require a project manager either from the PMO or the customer.
User Documentation	Excluded unless explicitly included in the Project Proposal.
User training and training materials	Excluded unless explicitly included in the Project Proposal.
Application Support after Deployment	Application Support is provided by our <b>APPLICATION SUPPORT – BASIC</b> and <b>APPLICATION SUPPORT – DEDICATED</b> services (see below).

### Rates and Billing

Feature	Description	Base Rate
Web Development, including Java, .NET, etc.	See Products and Features above.	\$70/hr

### Ordering and Provisioning

An organization may engage Application Development for service by contacting:

- Mark Curtis (801-538-3324) directly
- The DTS Project Management Office
- Your Agency Customer Relationship Manager (CRM)

Our team will help clarify the request and engage other resources as necessary (Business Analysis, Project Management, Systems Engineering, etc.). We provide written project proposals and cost estimates. A Change Request will be prepared and approved by the customer when scope, timeline, or cost is affected by a new customer request. We can also develop a Statement of Work and serve a customer on a time-and-materials basis.

### DTS Responsibilities

DTS will assist customers in capturing requirements in the form of a Project Proposal or Statement of Work. Once work is approved, DTS is accountable for the delivery of the features and functionality described within the agreed timeframe and for the agreed cost.

### Agency Responsibilities

The customer will supply the necessary information and resources for project definition and also participates in testing and approval as agreed upon in the Project Proposal or Statement of Work.

**Service Levels and Metrics**

Application development is successful if the resulting work product(s) meet the defined requirements in terms of scope, timeline, and cost.

## APPLICATION SUPPORT – BASIC

This service fills the operational gap between **APPLICATION DEVELOPMENT**, **HOSTING**, and **DATABASE** Services. After a new or updated application goes into production, this service ensures that changes in the Hosting and Database environments do not impact application availability or functionality. Basic testing is performed as security upgrades, new software versions, or hardware upgrades are deployed to the Hosting and/or Database environments. These changes are then communicated to the customer and deployed in a coordinated manner.

This service also provides application-specific customer support, bug reporting and patching, and enhancement requests.

This service is required if an application is developed by DTS Solutions Delivery.

### Product Features and Descriptions

Feature	Description
Hosting and Database environment upgrade support	As underlying software is upgraded for licensing or security reasons, we test and coordinate these upgrades to minimize impact to the customer application.
Application Support	User support is provided via the Remedy help system. Tickets can be submitted 24x7; however, application support is available from 7:30 a.m. to 5:30 p.m. M-F, excluding holidays. If support is required outside these hours, it will be negotiated by Special Billing Agreement to cover on-call and overtime costs.
Enhancement Requests	The customer may provide us with a prioritized list of application enhancement requests. Delivery of these enhancements will be negotiated based on priority and resources. If a fixed delivery date is required, the <b>APPLICATION DEVELOPMENT</b> service offers dedicated resources to meet schedule and scope requirements.

### Features Not Included

Feature	Explanation
User Documentation	Excluded unless explicitly identified and prioritized in the enhancement list.
User training and training materials	Excluded unless explicitly identified and prioritized in the enhancement list.
Individual enhancements estimated at more than 100 hrs	If the effort is estimated at more than 100 hrs, the request will be reviewed and may be handled by the <b>APPLICATION DEVELOPMENT</b> service.

### Rates and Billing

Feature	Description	Base Rate
Basic Support	All work is billed at time-and-materials.	\$70/hr

### Ordering and Provisioning

Contact Mark Curtis (801-538-3324) directly if you are interested in or have questions about this service.

### DTS Responsibilities

DTS will facilitate the completion of a MOU for Application Support to initiate an agreement for support, answer any questions about the product, and provide a monthly bill of charges.

### Agency Responsibilities

Customers will identify a Business Owner and Technical Contact(s) for each application or website supported, obtain MOU signatures as needed, and provide a valid ELCID for billing. The customer will also initiate all requests for support through the DTS Help Desk.

### Service Levels and Metrics

DTS and the customer will review service and customer satisfaction levels at least annually.

## APPLICATION SUPPORT – DEDICATED

This service has the same features as the **APPLICATION SUPPORT – BASIC** service with the following differences:

- Instead of time & materials, the customer purchases whole or fractional FTE equivalents as dedicated resources for the support and enhancement of their application(s). The smallest available increment is .25 FTE, or 40 hrs/month.
- These hours are used for customer support and application enhancements. The customer provides us with a prioritized list of enhancements. We then monitor the monthly hours to provide customer support as well as application enhancements within the contracted hours.
- Support requests from Dedicated Support customers take precedence over requests from Basic Support customers if requests temporarily outstrip available resources.

Product Features and Descriptions	
Feature	Description
Hosting and Database environment upgrade support	As underlying software is upgraded for licensing or security reasons, we test and coordinate these upgrades to minimize impact to the customer application.
Dedicated Support Resources	The FTE-equivalent approach provides the customer with the benefit of Solutions Delivery's entire body of expertise, rather than a portion of a single person's time. For instance, if a customer contracts for .5 FTE (80hrs/month) and has multiple issues arise, we may resolve those issues using 2 or more resources to maximize areas of specialization. An application DBA could spend 20 hrs on a data related problem, a Java expert 40 hrs on a functional enhancement, and a generalist 20 hrs with Help Desk tickets, for example.
Application Support	User support is provided via the Remedy help system. Tickets can be submitted 24x7; however, application support is available from 7:30 a.m. to 5:30 p.m. M-F, excluding holidays. If support is required outside these hours, it will be negotiated by Special Billing Agreement to cover on-call and overtime costs.
Enhancement Requests	The customer may provide us with a prioritized list of application enhancement requests. Delivery of these enhancements will be negotiated based on priority and resources. If a fixed delivery date is required, the <b>APPLICATION DEVELOPMENT</b> service offers dedicated resources to meet schedule and scope requirements.

Features Not Included	
Feature	Explanation
User Documentation	Excluded unless explicitly identified and prioritized in the enhancement list.
User training and training materials	Excluded unless explicitly identified and prioritized in the enhancement list.

Individual enhancements estimated at more than 100 hrs	If the effort is estimated at more than 100 hrs, the request will be reviewed and may be handled by the <b>APPLICATION DEVELOPMENT</b> service.
--	---

### Rates and Billing

Feature	Description	Base Rate
Dedicated Support	Minimum: .25 FTE/mo; no maximum. .25 = 40 hrs/mo .50 = 80 hrs/mo 1.0 = 160 hrs/mo, etc. Billed monthly. If actual hours exceed contracted hours, excess hours will be billed at \$70/hr.	\$70/hr

### Ordering and Provisioning

Contact Mark Curtis (801-538-3324) directly if you are interested in or have questions about this service. A minimum contract period of 6 months is required to plan for adequate staffing.

### DTS Responsibilities

DTS will facilitate the completion of a MOU for Application Support to initiate an agreement for support, answer any questions about the product, and provide a monthly bill of charges.

### Agency Responsibilities

Customers will identify a Business Owner and Technical Contact(s) for each application or website supported, obtain MOU signatures as needed, supply a valid ELCID for billing, and provide 90-days written notice before terminating service. The customer will also initiate all requests for support through the DTS Help Desk.

### Service Levels and Metrics

DTS and the customer will review service and customer satisfaction levels at least annually.